

Services for Physicians & Healthcare Clients

C-Lab provides a full range of support services for physician offices, hospitals, nursing homes and other groups. These services include a courier network for specimen transport, supply delivery and result reporting. The C-Lab staff manages and operates our system of more than a dozen Patient Service Centers (blood-drawing sites) located from Bourne to Provincetown. The sales and marketing programs for the laboratory system are provided by C-Lab.

Couriers

At the forefront of our services to physician offices is our courier team. Our couriers are trained in all aspects of specimen delivery, report delivery, biohazard material handling, customer service and safe driving. We have more than a dozen couriers who perform over 5,600 stops per month. Routine office courier services are available TWICE per day in most locations of the Cape with special weekend and holiday service. Our customer satisfaction surveys have consistently rated our courier service as excellent.

Ordering Supplies

C-Lab provides, free of charge, all supplies needed for obtaining and processing all tests that will be processed at C-Lab. The physician office staff should complete a Client Supply Order Form and leave it for our courier. The order may also be faxed or telephoned to the numbers on the form. Supplies are usually delivered within two business days of the request being received at our Mashpee Warehouse location.

Special arrangements can be made to accommodate urgent supply needs by calling C-Lab's client service department at 508-539-6100.

Test Ordering

Test orders may be submitted using any of the following methods:

- For your convenience, you may fax your orders to our Client Service Department at 508-539-6129 or directly to any of our Patient Service Centers. When faxing orders to C-Lab's Client Service Department please note on the request which C-Lab Patient Service Center the patient intends to visit. When your patient arrives, the only things

that will need to be updated are demographic and insurance information.

- You may use one of our test requisition forms and fill in the necessary information. The patient can present the completed requisition at any of our sites, including those at Cape Cod Hospital and Falmouth Hospital. C-Lab offers our clients customized requisitions that are preprinted with your office information.
- Inbound Interfaced Ordering – Many physician offices have the capability through an electronic medical records system to send orders electronically. C-Lab is actively working to increase the availability of bi-directional interfaces, in order to expand this service.

C-Lab offers a joint test catalog with our reference lab, Mayo Laboratories:

<http://www.testcatalog.org/nrr/catalogs/clab/catalog/search.aspx>

The Center for Medicare and Medicaid Services (CMS) requires a diagnosis that supports the medical necessity for all tests ordered. When a diagnosis cannot be provided to support the medical necessity of a test covered by the CMS national coverage determinations and the local medical necessity policies, the patient must be provided with an Advanced Beneficiary Notification (ABN). The ABN is a legal document informing the beneficiary that Medicare may not cover the service and that they will be responsible for payment of such services. (For information regarding the CMS national coverage determinations and our local medical necessity policies, please contact Pat Cabana at 508-539-6107.)

Test Result Reporting

Most routine test results are available within twenty-four hours. STAT results and critical values are reported immediately to the requesting physician.

Results of routine tests may be reported in several ways:

- Electronic medical record system fax of patient record through an electronic interface to your practice
- Automatic printing in your office
- You or your office staff may access the test results on your personal computer with a secure password to our Soarian Clinicals patient record system.

- Fax, by special arrangement

Our Customer Service Representative will work with your office to customize a system that best meets your needs.

Biohazard Waste Removal

Biohazard waste removal services are offered by C-Lab. We will provide the boxes needed for collection of your general office biohazard waste. When notified for a pickup, our courier will come to your office and remove the filled box. The box will then be transported to Mashpee for disposal. The fee for this service is a per-box price. This service requires that a contract be executed. To arrange for these services, please contact Pat Cabana at 508-539-6107.